

## Automation

### Service Name: Customer Support Center MPMC Services

**1. Service Description:** The CSC provides IT support to end users of office automation tools. The CSC team provides Help Desk Services and Technical Support Services (also called Touch Labor) for end user devices to include desktop and laptop computers, Personal Digital Assistants (PDAs), printers, scanners, and other hardware (HW) as well as the software (SW) associated with these devices. The CSC's hours of operation are 0600 – 1800 EST Monday through Friday. However, outside of these hours, and on weekends and holidays, calls to the CSC are forwarded to the USAG DOIM Data Center. Data Center personnel are not responsible for direct problem resolution but instead are responsible for escalating calls to the appropriate on-call personnel. The addition of this service provides customers with 24 X 7 access to technical support services. CSC support is available via phone, fax, email, and voicemail. The CSC offers varying levels of standard services that are available by subscription or direct reimbursement. Below are the descriptions of CSC services.

a. **Direct Support** – Subscribers to this level of support use the CSC Help Desk as the primary recipient of customer calls. This level of service includes support for the full range of standard IT assets and access to the full range of technical support services. This includes nominal hardware replacement for items not under warranty and the coordination of warranty services for items under a manufacturer's warranty. In providing these services, the Help Desk's support strategy is in line with industry best practices and seeks to resolve customer's problems at the first level of contact. In addition, the Help Desk is responsible for retaining call ownership until the customer's problem is resolved. This ensures that the Help Desk never loses sight of a customer's request. The Help Desk manages problem resolution through various priority and support levels as described below.

1) Incoming calls are prioritized and attempts are made to resolve the problem at the lowest possible level. This level is referred to as Tier I. Tier I services include but are not limited to: receiving, logging, and tracking 100% of service requests until closure; answering 90% of phone inquiries within 45 seconds; checking voice mail inquiries within 30 minutes of the voice mail being placed; replying to 100% of email inquiries within 30 minutes of the email inquiry being sent; verifying and correcting customer contact information; attempting to resolve all calls at the Tier I level; and expeditiously elevating calls that are not able to be resolved at the Tier I level to the correct higher level support personnel. This support may be provided via remote desktop capabilities if available and if appropriate for use under the specific problem circumstances.

2) In the event a customer's problem cannot be resolved at the first level, the call is escalated to a second level of support, called Tier II. Tier II services are Technical Support services (also called Touch Labor) that include but are not limited to: the on-site services of Technical Support personnel that are knowledgeable of the hardware, commercial off the shelf software, government software utilized by the receiving organization, and network architecture and operations. Technical

personnel respond within the designated timeframes set out according to the designated priority and respond to trouble tickets and projects courteously and professionally. Technical Support personnel triage, document, and elevate un-closable trouble tickets expeditiously to Tier III, other Tier II, and/or outside support entities and document their efforts efficiently thoroughly, and accurately. This support may be provided via remote desktop capabilities if available and if appropriate for use under the specific problem circumstances.

3) In the event that the customer's problem still cannot be resolved at the Tier II level, a third level of support is available within the Fort Detrick DOIM. This level is called Tier III. Tier III technicians are the highest level of support available within the DOIM. Tier III services are typically provided by System and Database Administrators, Network Specialists, and personnel with advanced skills on a particular platform or application. Tier III services are also, on occasion, used by default for certain specific issues where it is understood that Tier III services will always be required. Tier III personnel also provide much of the non-duty hour support and are generally the ones in an on-call status.

**b. Administrative Services (Non-Technical)** – Included in the services listed above are those non-technical services that may support customers directly or indirectly by providing assistance to internal technical support personnel. These services generally include but are not limited to: sending, receiving, and analyzing customer satisfaction surveys; preparation of ad hoc and standard reports; Customer Relationship Management (CRM); maintenance and sustainment of CSC Hardware and Software tools (Automatic Call Distributor, HEAT, Business Rule Monitor, etc.) collection and reporting of performance data (metrics); and process analysis and improvement.

**c. Dedicated Support** – The CSC can provide full or part-time Technical Support personnel dedicated to providing on-site customer support. Customers can specify the duration, level and type of IT support required from Tier I up to a Senior Tier II technician. The cost of these services is dependent on the level of effort, the skill level of the technician, and the type of IT support requested. Pricing for these services is provided on a case-by-case basis and funding is via direct reimbursement.

**d. Non-standard Hardware/Software Support** – Occasionally, customers may obtain IT assets that are significantly different from the assets normally supported by the Customer Support Center. Since it is possible that CSC technicians would require additional training in order to support such assets, pricing for these services is provided on a case-by-case basis and funding is via direct reimbursement.

**e. Subject Matter Expert (SME) Services (Technical)** – The CSC also offers ad hoc support on an as requested basis. This support typically involves the use of an individual or groups with specific technical knowledge and expertise regarding a particular product or service. These services are generally consultative in nature and can cover a wide range of Information Technology areas including but not limited to: Help Desk Operations, Hardware and

Software operations and maintenance; applications use, modification, and sustainment; and manufactures' recommendations regarding product use, upgrades, and sustainment. The cost of these services is dependent on the level of effort, the skill level of the personnel involved, and the type of IT support requested. Pricing for these services is provided on a case-by-case basis and funding is via direct reimbursement.

## 2. DOIM Responsibilities:

- a. All inquiries to the Fort Detrick DOIM CSC will be logged and tracked until closure.
- b. All agents will respond to inquiries courteously and professionally.
- c. Technical support personnel will be knowledgeable of the hardware, commercial off the shelf software, and government software utilized by the receiving organization.

**3. Service Level Metrics:** The table below outlines the Customer Support Center response times associated with each priority level and provides a brief description of each priority level.

Priority	Problem Category	Service Objective	Category Description
<b>One</b>	Critical	Respond within 1 hours of receipt of HEAT call ticket	User is identified as Very Important Personnel (VIP). Severe interruption that impacts one or more buildings. Entire service is down and business has stopped. Loss of critical system, application or function to one or more individuals.
<b>Two</b>	Problem	Respond within 8 hours of receipt of HEAT call ticket	Degradation of critical system, application or function to one or more individuals that does not prevent accessibility/usability
<b>Three</b>	Non-Standard Support	Next business day	Scheduled custom support function such as system upgrade, installation, equipment move
<b>Special Project</b>	Custom Requirement	Schedule defined and approved by COR, and DOIM Customer Support Center Support Project Manager	Customer-defined projects which require multiple, cross-functional resources and/or longer timeframes for completion

**4. Pricing/Billing Information:** Pricing is per proposal.

**5. Customer Responsibilities:**

- a. Make requirements known to Supplier.
- b. Alert the Supplier as soon as possible regarding issues or problems as they arise.
- c. Request services and support by providing necessary request and or documentation.

**6. Questions/Contact Information:** If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: <http://doim.detrack.army.mil>. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: [usagdoimhelpdesk@amedd.army.mil](mailto:usagdoimhelpdesk@amedd.army.mil).